

Our values

Our values are the human traits that we place the utmost importance on.

Integrity



To have integrity is to always do the right thing, even when no one is watching:

- We are trustworthy, honest and transparent in all our dealings
- We are professional and accountable for our own actions
- We always do what we say we will - delivering on our promises
- We learn from our mistakes.

Innovation



To be innovative is to have a growth-oriented mindset:

- We strive to find faster, easier, and more effective ways to work – always looking for a better way
- We see change as an opportunity, not a threat
- We are open to adapting and being flexible in everything we do
- We embrace new processes and challenges
- We contribute new ideas.

Service Excellence



Our external and internal customers are at the centre of our thinking:

- We work out what's best for them and then how we deliver on that
- We dig deeper to understand our customers' needs and what drives them
- We build relationships not transactions
- We deliver the highest standard of service to our internal and external customers every time and in every interaction
- We understand every business and individual is unique and we tailor our approach to deliver exceptional service and experience based on individual needs.

Loyalty



We are committed to the business, our customers and each other:

- We love the ScotPac brand and what we stand for
- We are proud advocates of our business and we commit to being able to confidently and consistently explain why ScotPac is unique
- We are a united front, ensuring that we are 100% committed to the direction of the company
- We don't talk ill of ScotPac, its investors, partners or our colleagues
- We drive personal development
- We go above and beyond to make things happen
- We are sincere in all our dealings
- We invest in our people.

One Team



We put ScotPac first:

- We always consider the big picture, so what is best for the whole business is supported ahead of team or individual agendas.
- We are inclusive and don't work in silos
- We collaborate and take a consultative approach to decision making
- We share ideas and knowledge to create opportunities
- We actively support our colleagues and reach out to offer assistance.